

DUTY STATEMENT

Employee Name:	
Classification: Staff Services Manager I	Effective Date:
Working Title: Unit Manager	Position Number: 312-800-4800-001
Collective Bargaining Unit: S01	Work Location: 11120 International Drive, Suite 200, Rancho Cordova, CA 95670
Center/Office/Division/Unit: Quality and Planning Division/ EMS Plans and Specialty Programs Branch/ EMS Plans Unit	Tenure/Time Base: Permanent / Full Time

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

Emergency Medical Services Authority (EMSA) is responsible for the equitable coordination, administration, and integration of the statewide emergency medical services system to reduce suffering and save lives throughout California.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers, or in EMSA's field Mission Support Teams to provide assistance in emergency response and recovery activities. EMSA staff are required to complete emergency management and Incident Command System training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises. Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

Under the direction of the Emergency Medical Services (EMS) Plans and Specialty Programs Branch Chief, Health Program Manager II, the incumbent serves as the EMS Plans Unit Manager. The position requires specific knowledge of EMS, state budget process, Federal Block Grant requirements, grant writing and is responsible for the following duties below.

Special Requirements

- Conflict of Interest (COI)
- DMV Pull Notice Required
- Background Check and/or Fingerprinting Clearance
- Medical Clearance
- Travel Required: 5%
- Bilingual: Pass a State written and/or verbal proficiency exam in
- License/Certification:
- Telework Eligible: up to 3 days per week.
- Other:

Essential Functions (including percentage of time)

The Staff Services Manager I provides professional support and technical assistance to local EMS agencies, public and private EMS providers, public safety agencies, and various committees on EMS related special projects. The incumbent plans, coordinates, oversees, and evaluates all stages and activities required in accordance with department policies and procedures, California Regulations and Statutes, federal grant requirements, S.A.M., using the Microsoft suite of office products (Word, Excel, PowerPoint, Outlook), and other technological and non-technological work tools.

35% In order to direct and supervise the development of all regulations, standards, guidelines, and policy for EMS Planning and Development, EMS Transportation, EMS Communications and California Poison Control System, as directed by the HPM II the incumbent:

- Directs the review of ambulance exclusive operating areas as defined in statute, the implementation of the EMS Standards and Guidelines, the review of local EMS Plans and Plan updates, and the review of EMS Regional Agency contractual compliance by reviewing and making recommendations to the EMS Plans and Specialty Programs Branch Chief for EMS Regional Agency contract revisions; including Budget Change Proposals for augmentation and ensuring staff meets established deadlines from the EMSA Strategic Plan.

- Directs the development of the State Communications Plan and Emergency Medical Dispatch regulations by assisting program staff with Communication Plan development, ensuring grant budget is adhered to, providing direction to staff on the development of dispatch regulations, representing the EMS Authority at state meetings, ensuring staff meets established deadlines from the EMSA Strategic Plan.
- Oversees the California Poison Control System (CPCS), comprised of a Central Administration Office and four Poison Control Centers, and consults with the CPCS on high level poison control issues and develops and presents recommendations to the HPM II for improved processes for statewide implementation, and evaluates and monitors the Program by planning, directing, and supervising the review of contract development and enforcement to include site visits, external audits, staff resumes, certifications, and agreements, desktop procedures and formal succession plans, telephone triage protocols and guidelines, application for continued service, quality assurance program, call center staffing projections and schedules, medical director's records of hours worked and task performance, customer feedback, and data reporting, to ensure statutory, regulatory, and contractual compliance to ensure the overall operation and integrity of the CPCS Program.

30% The incumbent provides professional support and technical assistance to LEMSA, public and private EMS providers, public safety agencies, and various committees on EMS related special projects. The incumbent plans, coordinates, oversees, and evaluates all stages and activities required in accordance with department policies and procedures, California Regulations and Statutes, federal grant requirements. Provides statewide coordination and leadership for the planning, development, and implementation of local EMS agency EMS Systems throughout California. Provides leadership to multiple task forces comprised of physicians, nurses, emergency medical technicians, paramedics, administrators, and educators, and assists in the planning, development, and evaluation of EMSA guidelines, policies, and procedures. Directs the preparation of EMS activities and required documentation for quarterly Commission on EMS meetings, consults with Executive Management and EMSA's legal counsel, state and federal agencies, and EMS constituents on high level EMS System issues, including legislation, develops and presents policy recommendations to Executive Management and the Commission on EMS to achieve maximum departmental efficiency on the EMS Systems Planning for EMS Programs.

10% In order to coordinate activities related to hospital issues, the incumbent facilitates appropriate task forces created to address specific hospital issues as determined by the Director by developing membership from EMS constituents appropriate to the subject matter:

- Schedules meetings, prepares agendas and utilizes e-mail correspondence to task force members; directs staff regarding meeting location logistics including maps, audio-visual and lunch; prepares minutes and ensures follow-through on task force activities; prepares drafts of task force documents for review and revision; coordinates public comment periods and finalizes documents as needed.
- Monitors hospital issues that affect the EMS System by reviewing hospital closure impact evaluations from LEMSA and provides analysis to EMS Systems Division Chief,

maintaining hospital/emergency department closure/downgrade listing in Excel format.

- Liaisons with LEMSA administrators and EMS Coordinators on emergency department diversion issues by monitoring press clippings on hospital issues through Health & Human Services (HHS) Public Information Officer (PIO) news clipping e-mails and California Healthline list serve and attending EMS Administrators Association meetings as needed.

10% In order to provide the necessary Federal CDC Block Grant reports to the Department of Health Services the incumbent:

- Coordinates with assigned program staff the writing of program success stories as part of the annual block grant progress report by utilizing format provided by DHS/CDC as a Word document and submitting completed success stories to the HPM II for review by stated deadline.

Marginal Functions (including percentage of time)

5% In order to assist the EMS Plans and Specialty Program Branch in maintaining the necessary program funds and assist in advancing program opportunities through grant funding the incumbent:

- Reviews available grant funding for assigned EMS activities from federal, state and private funding sources by monitoring www.grants.gov for federal grants, Office of Traffic Safety website for grant opportunities and other private funding websites.
- Reviews possible grant opportunities with the HPM II and administration for feasibility.
- Assists staff with grant writing by utilizing specific grant guidance and necessary forms provided by organization providing grant opportunity.

5% Oversees the statewide reporting of county-implemented Maddy EMS Funds which includes providing technical assistance to over 50 counties, developing reporting templates, instructions, and tools, conducting financial analysis, and developing statewide reporting and financial summaries to the Legislature in accordance with statutory authority and EMSA policies, to ensure appropriate use of county EMS funds.

5% Makes presentations to management, federal and local government agencies and other officials on California hospital issues using the appropriate software.

<input type="checkbox"/> I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.	<input type="checkbox"/> I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)
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Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: CO

Date: 12/12/24